



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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January 29, 2016

TO: Each Supervisor
FROM: *Robin Kay, Ph.D.*
Robin Kay, Ph.D.
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

INTRODUCTION

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, DMH provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

OVERVIEW

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.
- The Westside UCC reopened on December 7, 2015.

This report provides information regarding services delivered in UCCs during the month of December 2015. Information may change slightly over the coming months due to program delay in data entry.

SERVICES DELIVERED

Overall, 2,844 unique individuals were served by UCCs in the month of December. Some individuals received more than one visit; total visits to UCCs for that month was 3,211. Information for each UCC is as follows:

December 2015 Unique Clients Served and Visits to UCCs		
Urgent Care Center	Unique Clients	Total Visits
DMH Olive View UCC	562	745
Exodus Eastside UCC	1,158	1,263
Exodus MLK UCC	826	886
Exodus Westside UCC	130	145
Telecare MHUCC	168	172
Total	2,844	3,211

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During December 2015, average time spent in UCCs for the three providing crisis stabilization was:

- Exodus Eastside UCC: 7.84 hours
- Exodus Foundation MLK UCC: 9.8 hours
- Exodus Westside UCC: 10.64 hours
- Olive View UCC: data currently unavailable due to fee for service data entry lag

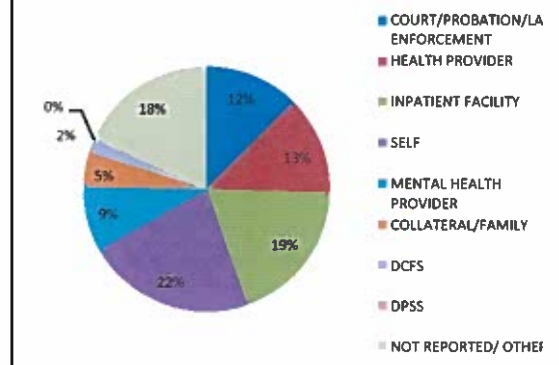
Referrals Into UCCs

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During December, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 399
- Health Provider: 414
- Inpatient Facility: 620 (hospital transfers)
- Self: 712
- Mental Health Provider: 272
- Collateral/Family: 145
- DCFS: 57
- DPSS: 3
- Not Reported/Other: 589

Fig. 1 Referral Source



POPULATION SERVED

Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

- 1,590 were male.
- 1,254 were female.

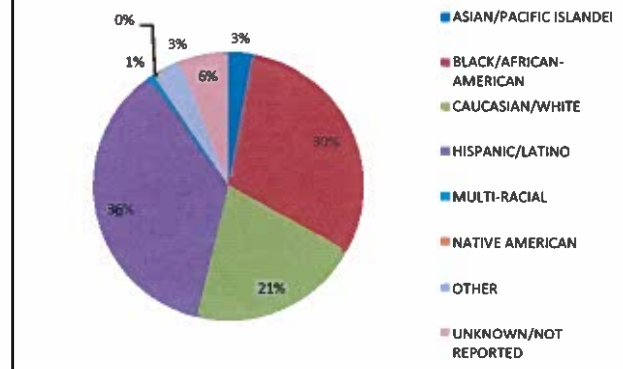
The age breakdown of the unique individuals served was as follows:

- 2,005 of the individuals served were between the ages of 26 and 59.
- 550 individuals served were between the ages of 18 and 25.
- 119 individuals served were between the ages of 13 and 17.
- 128 individuals served were aged 60 and over.
- 42 individuals served were identified in an "Other" age category.

The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

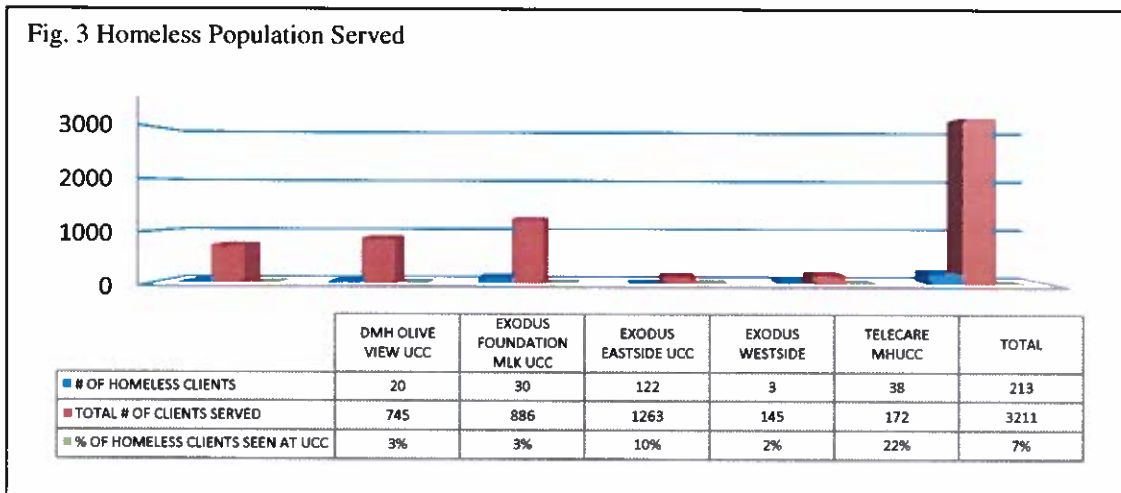
- Hispanic: 1,027
- Black/African-American: 859
- Caucasian/White: 591
- Asian/Pacific Islander: 80
- Native American: 12
- Multi-Racial: 21
- Other: 84
- Unknown/Not Reported: 170

Fig. 2 Ethnicity



Homeless Status

213 (7%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



Legal Status

- 935 of the individuals served were conserved on 5150s.

Funding Status

Of the total unique individuals served:

- 2,101 individuals presented with medical insurance coverage.
 - ♦ 1,928 had Medi-Cal only
 - ♦ 5 had Medi-Cal, Medicare, and Private insurance
 - ♦ 6 had Medi-Cal and Private insurance
 - ♦ 105 were Medi-Cal/Medicare
 - ♦ 20 had Medicare only
 - ♦ 37 had Private insurance only
- 743 individuals were indigent.

OUTCOMES

In December the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 145 (5%).

- DMH Olive View UCC: 5
- Exodus Eastside UCC: 60
- Exodus Foundation MLK UCC: 56
- Exodus Westside: 21
- Telecare MHUCC: 3

In December the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 343 (11%).

- DMH Olive View UCC: 159
- Exodus Eastside UCC: 105
- Exodus Foundation MLK UCC: 60
- Exodus Westside: 15
- Telecare MHUCC: 4

BUDGET

The total gross annual budget for current UCCs is reflected in the chart below.

PROVIDER	ANNUAL BUDGET*
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
Total Annual Budget	\$29,344,326.00

* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or your staff would like further information regarding this report, please feel free to contact Robin Kay, Acting Director, at (213) 738-4108 or rkay@dmh.lacounty.gov.

RK:mm

c: Executive Office, Board of Supervisors
Chief Executive Office
Department of Health Services